



09-06

# 1<sup>st</sup> Armored Division Claims Office



## SHIPPING HOUSEHOLD GOODS AND UNACCOMPANIED BAGGAGE

Sometimes your move will not be perfect and you will have to pay a visit to the Claims Office. Here are some tips that can help you protect your household goods and unaccompanied baggage. These tips will help you minimize your loss or damage AND maximize the amount payable on your claim.

### HOUSEHOLD GOODS (HHG) AND UNACCOMPANIED BAGGAGE (UB) CLAIMS

1. Make sure all items are listed on the inventory **before** signing it. Items with a value over \$100 should be listed as a separate inventory number. Review the PED listed on the inventory by the carrier. List disagreements in the "Remarks/Exceptions" column of your inventory before signing it. Do not ship receipts or other proof of ownership/value in the same shipment as the items themselves. It is best to hand carry such proof (receipt, photos, etc.) to your next duty station.

2. Watch the codes that the movers use to ensure they accurately list PED. Note any disagreements in the "Remarks/Exceptions" column. We cannot reimburse you for incorrectly listed PED. Switch on electronic items for the movers. If they see your equipment working, do not accept the description "mechanical condition unknown" (MCU). Remember though, don't argue with the carrier. If they still insist on using the code MCU, then just annotate your disagreement and that you turned on the electronic equipment for the carrier in the "Remarks/Exceptions" column on the inventory. You can also contact the Quality Control Inspector at your local Transportation Office to complain if the movers incorrectly inventory and assess the condition of your goods.

In accordance with USAREUR Supplement 1 to Army Regulation 55-71, paragraph 1-6e (Transportation of Personal Property and Related Services), Commanders must release soldiers for HHG and UB delivery and pickup. That is, when you are due to ship or receive your HHG or UB, your PLACE OF DUTY IS YOUR HOME.

OBVIOUS LOSS OR DAMAGE ON DD FORM 1840 (pink form). **Failure to annotate obvious loss or damage could result in the denial of your claim for those particular items.** Both you and the carrier **MUST** sign this form, otherwise your claim may not be compensable. Always keep a signed copy of the pink form.

4. Damage not discovered at time of delivery must be listed on DD Form 1840R (reverse side the pink form) and turned into the Claims Office within **70 calendar days**.

5. When competing with time deadlines or filing your claim bring all your shipping documentation, (i.e., inventory, PCS orders, DD Form 1840 and 1840R, DD Form 1299 (Application for Shipment and the Government Bill of Lading)) to the Claims Office. Do not throw anything away until the Claims Office gives you permission, since they must inspect the damage. Do not get any estimates until you speak with the Claims Office, this will ensure you can be reimbursed.

In Claims prevention is better than cure. The Claims Office tries to pay all legitimate claims, however, under the regulation the claimant must substantiate the claim, i.e. prove that the damage actually occurred. You must also mitigate or minimize your losses. We do not enjoy telling claimants that their claims are not payable - **HELP US TO HELP YOU GET YOUR CLAIM PAID AS SOON AS POSSIBLE BY USING THESE HELPFUL HINTS.**

If you have further questions about shipping your Household Goods or Unaccompanied Baggage, please contact your local Claims Office.

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| <b>Wiesbaden</b>  | <b>337-4711</b> |
| <b>Baumholder</b> | <b>485-8677</b> |
| <b>Friedberg</b>  | <b>324-3873</b> |

3. UPON DELIVERY, YOU MUST LIST ALL